

## **ANNEXURE F**

# **SERVICE LEVEL STANDARDS**

Province: Municipality(WC032) - Schedule of Service Delivery Standards	
Description	
<b>Standard</b>	Service Level 2017/2018
<b>Solid Waste Removal</b>	
Premise based removal (Residential Frequency)	WEEKLY
Premise based removal (Business Frequency)	UP TO 5 TIMES PER WEEK (AS PER REQUEST)
Bulk Removal (Frequency)	NO
Removal Bags provided(Yes/No)	NO
Garden refuse removal Included (Yes/No)	NO
Street Cleaning Frequency in CBD	DAILY
Street Cleaning Frequency in areas excluding CBD	DAILY ON ROTATIONAL BASIS
How soon are public areas cleaned after events (24hours/48hours/longer)	WITHIN 24 HRS
Clearing of illegal dumping (24hours/48hours/longer)	48 HOURS
Recycling or environmentally friendly practices(Yes/No)	Yes
Licenced landfill site(Yes/No)	Yes
<b>Water Service</b>	
Water Quality rating (Blue/Green/Brown/No drop)	1 Blue Drop 90.79% (2013); 4 Green Drops 89.14% (2012); No Drop 100%
Is free water available to all? (All/only to the indigent consumers)	Indigent Consumers
Frequency of meter reading? (per month, per year)	Monthly
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)	N/A
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	N/A
<b>Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)</b>	
One service connection affected (number of hours)	2.00
Up to 5 service connection affected (number of hours)	4.00
Up to 20 service connection affected (number of hours)	4.00
Feeder pipe larger than 800mm (number of hours)	N/A
What is the average minimum water flow in your municipality?	Min 2.4Bar pressure
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	Yes. Groundwater Monitoring Programs
How long does it take to replace faulty water meters? (days)	2 days
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	No
<b>Electricity Service</b>	
What is your electricity availability percentage on average per month?	98,78% (Eskom Loadshedding included) 99.7% (Eskom Loadshedding excluded)
Do your municipality have a ripple control in place that is operational? (Yes/No)	YES
How much do you estimate is the cost saving in utilizing the ripple control system?	R 14777.32.00 p/a
What is the frequency of meters being read? (per month, per year)	PER MONTH
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	N/A
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	N/A
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	IMMEDIATE
Are accounts normally calculated on actual readings? (Yes/no)	YES
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	NO
How long does it take to replace faulty meters? (days)	1
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	YES
How effective is the action plan in curbing line losses? (Good/Bad)	GOOD

Description		Service Level 2017/2018
<b>Standard</b>		
How soon does the municipality provide a quotation to a customer upon a written request? (days)		7
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)		5
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)		5
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)		5
<b>Sewerage Service</b>		
Are your purification system effective enough to put water back in to the system after purification?		YES, effective to put water back into water resources in accordance with license conditions.
To what extend do you subsidize your indigent consumers?		Basic charge plus one after hour tanker service
<b>How long does it take to restore sewerage breakages on average</b>		
Severe overflow? (hours)		4.00
Sewer blocked pipes: Large pipes? (Hours)		4.00
Sewer blocked pipes: Small pipes? (Hours)		4.00
Spillage clean-up? (hours)		6.00
Replacement of manhole covers? (Hours)		4.00
<b>Road Infrastructure Services</b>		
Time taken to repair a single pothole on a major road? (Hours)		24.00
Time taken to repair a single pothole on a minor road? (Hours)		48.00
Time taken to repair a road following an open trench service crossing? (Hours)		48.00
Time taken to repair walkways? (Hours)		48.00
<b>Property valuations</b>		
How long does it take on average from completion to the first account being issued? (one month/three months or longer)		3 months
Do you have any special rating properties? (Yes/No)		yes
<b>Financial Management</b>		
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)		Decrease
Are the financial statement outsources? (Yes/No)		No
Are there Council adopted business process structuring the flow and management of documentation feeding to Trial Balance?		Standard Operating Procedures
How long does it take for an Tax/Invoice to be paid from the date it has been received?		24.83 days
Is there advance planning from SCM unit linking all departmental plans quarterly and annualy including for the next two to three years procurement plans?		Partially (currently being developed)
<b>Administration</b>		
Reaction time on enquiries and requests?		1 to 10
Time to respond to a verbal customer enquiry or request? (working days)		1 to 10
Time to respond to a written customer enquiry or request? (working days)		10
Time to resolve a customer enquiry or request? (working days)		10
What percentage of calls are not answered? (5%,10% or more)		1
How long does it take to respond to voice mails? (hours)		N/A
Does the municipality have control over locked enquiries? (Yes/No)		yes

<b>Description</b>		<b>Service Level 2017/2018</b>
<b>Standard</b>		
Is there a reduction in the number of complaints or not? (Yes/No)		no
How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)		1 day
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?		Weekly
<b>Community safety and licensing services</b>		
How long does it take to register a vehicle? (minutes)		30min
How long does it take to renew a vehicle license? (minutes)		10min
How long does it take to issue a duplicate registration certificate vehicle? (minutes)		72hours
How long does it take to de-register a vehicle? (minutes)		10min
How long does it take to renew a drivers license? (minutes)		30min
What is the average reaction time of the fire service to an incident? (minutes)		4.25 min
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)		15 min urban
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)		40 min urban
<b>Economic development</b>		
How many economic development projects does the municipality drive?		7
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?		4
What percentage of the projects have created sustainable job security?		50
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)		No
<b>Other Service delivery and communication</b>		
Is a information package handed to the new customer? (Yes/No)		Yes - available on <a href="http://www.overstrand.gov.za">www.overstrand.gov.za</a>
Does the municipality have training or information sessions to inform the community? (Yes/No)		Yes
Are customers treated in a professional and humanly manner? (Yes/No)		Yes